



## **Annunciation Orthodox School Technology Support Specialist**

Annunciation Orthodox School (AOS) seeks a customer-focused, detail-oriented individual with a strong technical aptitude for the position of Technology Support Specialist. The ideal candidate is an upbeat team player who loves helping others use technology more effectively, solving technical problems, and learning new skills while working in an educational environment.

Annunciation Orthodox School, as part of its mission, celebrates the diverse characteristics and individual qualities of those that comprise our community. In alignment with our mission, we actively seek to hire candidates of all faiths, races, ethnicities, and backgrounds.

**Reports to:** Director of Technology      **Status:** Salaried/Exempt      **Start Date:** Immediate Opening

**Work Schedule:** 12-month school schedule. Monday - Friday, 7:30 am - 4:00 pm, with occasional evenings and weekends as needed (typically twice a semester).

### **Responsibilities:**

- Work collaboratively as a member of the AOS IT Department team to support the educational mission of AOS teachers and staff.
- Troubleshoot and resolve help desk tech support requests for teachers, staff, and students.
- Configure, deploy, maintain, and support a variety of hardware and software, from PCs and other end user devices to network servers and cloud services
- Support technology and AV setups at school events
- Learn new software and hardware as necessary
- Perform and complete other IT duties and projects as assigned.

### **Skills and Qualifications:**

- Bachelor's Degree.
- Customer service skills and ability to see the "end user" perspective
- Ability to discuss technical issues and solutions with non-technical employees through verbal and written communication
- Ability to troubleshoot, problem solve, and learn new skills
- Experience with computer hardware support and service
- Experience with current computer operating systems and productivity software
- General knowledge of basic network design and functionality
- Must be able to safely lift and move equipment like desktop computers and peripherals

### **Technologies Supported:**

The AOS IT department supports a wide variety of technologies. This ideal candidate will have a proven ability to learn new tech, but experience with the items listed below is highly desirable.

- Hardware: Windows PCs, Chromebooks, iPads, interactive flat panels, printers, Cisco VOIP telephony, switches, Wifi, AV and Sound
- Software: MS Windows, Chrome OS, iOS, Google Workspace, MS Office, Blackbaud, GoGuardian, Clever, Adobe, MS Active Directory

Interested candidates should email their application materials (cover letter, resume, and three references) to [resume@aoshouston.org](mailto:resume@aoshouston.org).